



OPERATIONAL MEMO

TITLE:	LONG-TERM SERVICES AND SUPPORTS (LTSS) TRANSITION PLAN TO TELLIGEN FOR UTILIZATION REVIEW/UTILIZATION MANAGEMENT (UR/UM) ACTIVITIES
SUPERSEDES NUMBER:	N/A
EFFECTIVE DATE:	FEBRUARY 1, 2021
DIVISION AND OFFICE:	CASE MANAGEMENT AND QUALITY PERFORMANCE AND BENEFITS AND SERVICES MANAGEMENT DIVISIONS IN THE OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	OVER COST CONTAINMENT (OCC), CHILDREN'S EXTENSIVE SUPPORTS (CES) WAIVER, CHILDREN'S HOME AND COMMUNITY-BASED SERVICES (CHCBS) WAIVER, ELIGIBILITY REVIEWS
KEY WORDS:	OCC, CES WAIVER, CHCBS WAIVER, UR/UM REVIEWS, CHCBS WAIVER, COST CONTAINMENT
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APPROVED BY: COLIN LAUGHLIN	

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Purpose and Audience:

The purpose of this Operational Memo is to inform Case Management Agencies (CMA) of the transition plan for long-term care services Utilization Review/Utilization Management (UR/UM) from eQHealth Solutions, Inc. (eQ Health) to Telligen, Inc. (Telligen).

Information:

Per [HCPF IM 21-007](#), on January 1, 2021, Health Care Policy & Financing (Department) awarded the long-term care UR/UM work to Telligen, Inc. Telligen will begin performing the work outlined in IM 21-007 on March 1, 2021. This Operational Memo will further identify the transition plan for the following long-term care services UR/UM reviews:

- Over Cost Containment (OCC) for the Elderly, Blind, and Disabled (EBD) waiver, the Spinal Cord Injury (SCI) waiver, the Brain Injury (BI) waiver, and the Community Mental Health Supports (CMHS) waiver
- Children's Extensive Support (CES) waiver eligibility reviews
- Children's Home and Community-Based Services (CHCBS) waiver eligibility and cost containment reviews

Transition Timeline:

- EQ Health will continue to receive and complete all OCC and waiver eligibility reviews identified above, as usual, through February 15, 2021.
 - CMAs will send all CES and CHCBS waiver eligibility reviews including Continued Stay Reviews (CSR) and initial reviews with a start date of March 1, 2021 to eQHealth by February 15, 2021.
- CMAs will discontinue sending eQHealth all UR/UM reviews as of February 16, 2021.
 - CMs will hold any new reviews for OCC from February 16, 2021 to February 28, 2021. In situations where this may interrupt services for a member if a PAR is not reviewed, case managers (CMs) will send these requests to the Department at LTSSOCC@state.co.us.
 - To record a submission date prior to March 1, 2021, the CMA may send initial CES and CHCBS waiver eligibility reviews from February 16, 2021 to February 28, 2021 to Telligen at ColoradoReviews@telligen.com, understanding these reviews will not be conducted until March 1, 2021.
- CMAs will begin sending Telligen all UR/UM OCC and waiver eligibility reviews as of March 1, 2021 via Qualitrac and forward.

If a new OCC review includes Health Maintenance Activities (HMA), the CMA shall follow all guidance provided by Telligen for the review of HMA. Approval letters for OCC are still required to be uploaded in the Bridge for the State to complete the pending PAR review and authorize services for EBD, SCI, BI, and CMHS. CMs will continue to work with eQHealth to achieve resolution for all reviews submitted prior to February 16, 2021.

Information regarding CMA training on the Telligen Qualitrac system is forthcoming.

Attachment(s):

None

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